

## REGION 10 LABORATORY CLIENT SATISFACTION SURVEY

**Project Name:**

**Service Requester (optional):**

**Organization:**

**Analyses Performed:**

### **ASSESSMENT OF THE ANALYTICAL PRODUCT**

Using the following scale, please indicate your level of satisfaction with the data package you received.

Assessment Factor	NA	Very High	High	Medium	Low	Very Low
<b>Satisfaction with Timeliness</b> (Did you receive the data when promised?)						
<b>Satisfaction with Usability</b> (Did the data satisfy the stated Data Quality Objectives?)						
<b>Satisfaction with Quality of Product</b> (Were the data correct the first time?)						
<b>Satisfaction with Communication</b> (Did you know the status of your analyses and any issues that might have been associated with data generation?)						
<b>Satisfaction with Problem Resolution</b> (Did we promptly resolve any problems that occurred?)						
<b>Confidence in Data</b> (How good do you feel about the quality of the data and expertise supporting it?)						

### **DISCUSSIONS WITH LABORATORY**

Please answer the following with the name(s) of the individuals and/or YES/NO.

	YES	NO
<b>Planning</b>		
Did you involve anyone from the Laboratory in planning the project?		
If yes, Who?		
Did you find the Laboratory's involvement helpful in planning the project?		
If you did not involve anyone from the Laboratory in planning the project, would it have helped in scoping the project or in data delivery?		
<b>Follow-up</b>		
Were you contacted by anyone from the Laboratory?		
If yes, Who?		
Was this contact helpful?		
If you were not contacted by anyone in the Laboratory, do you feel you should have been?		
<b>Access</b>		
Did you contact anyone at the laboratory during the course of the project?		
If yes, did you know who to contact?		
If no, would you have called if you had a better understanding of who to contact?		
COMMENTS:		